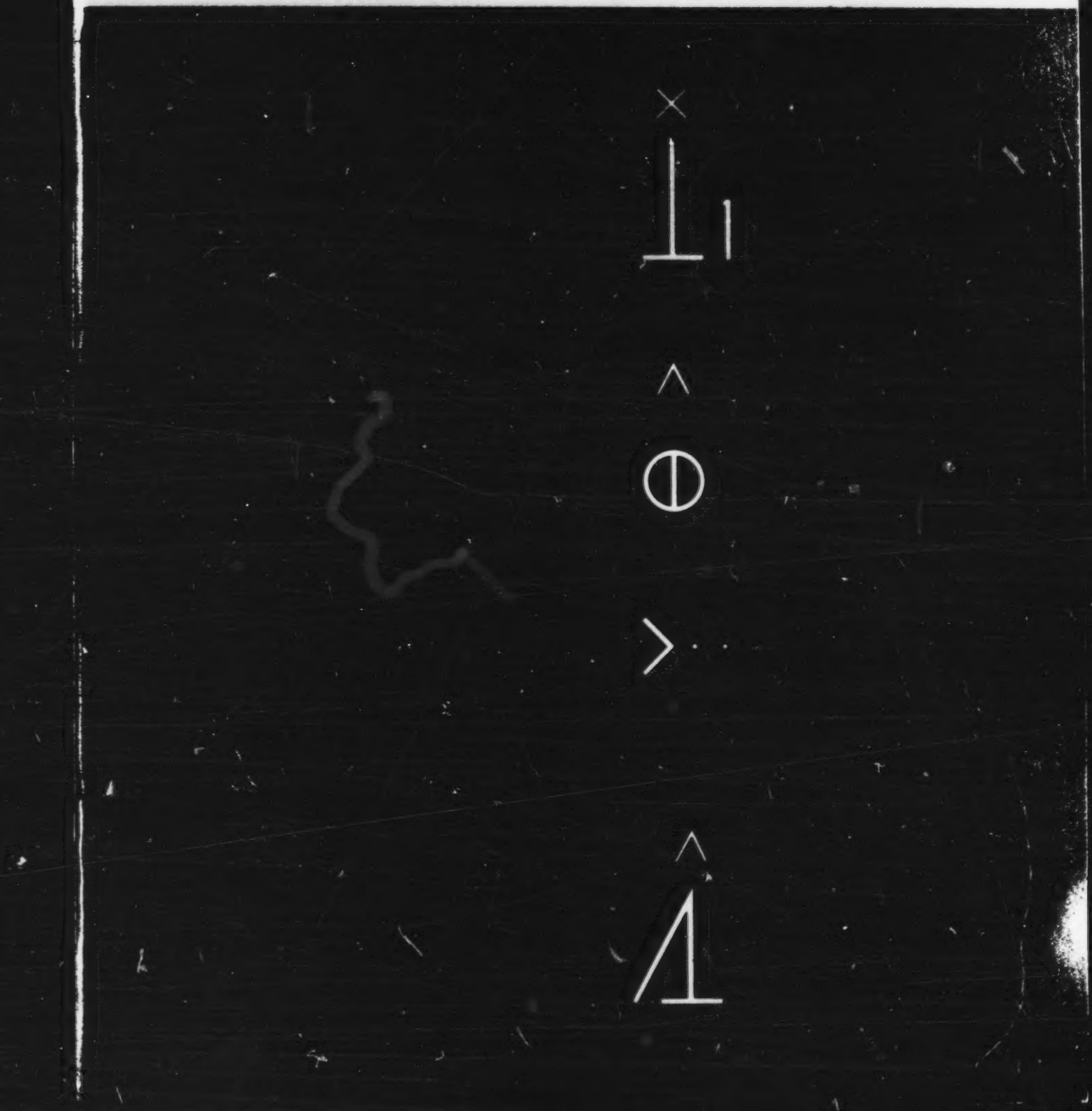
Ministry of
Community and
Social Services

1981-82

Community and Social Services

31st Annual Report
for the fiscal year
ending March 31, 1982



Statutes

Statutes administered by the Ministry of Community and Social Services as of March 31, 1982

Charitable Institutions Act
Child Welfare Act
Child Welfare Municipal Payments Continuance Act, 1976
Child Welfare Validation of Adoption Orders Act, 1980
Children's Institutions Act
Children's Mental Health Services Act
Children's Probation Act
Children's Residential Services Act
Day Nurseries Act
Developmental Services Act
District Welfare Administration Boards Act
Elderly Persons' Centres Act
Family Benefits Act
General Welfare Assistance Act
Homemakers and Nurses Services Act
Homes for the Aged and Rest Homes Act
Homes for Retarded Persons Act
Indian Welfare Services Act
Ministry of Community and Social Services Act
Provincial Courts Act (part)
Soldiers' Aid Commission Act, RSO 1960, ch 377
Training Schools Act
Unified Family Court Act (part)
Vocational Rehabilitation Services Act

Boards, Agencies and Commissions

Boards, Agencies and Commissions to which the Government of Ontario appoints all or some of the members

February 1, 1982

Boards of Management for Homes for the Aged and Rest Homes
Homes for the Aged and Rest Homes Act, RSO 1980, ch 203, sec 9

Inquiries:
2nd Floor, 700 Bay Street
Toronto
(In Territorial Districts throughout Northern Ontario)

Children's Services Review Board
Children's Residential Services Act

Inquiries:
P.O. Box 251, Toronto-Dominion Centre
Toronto M5K 1J4

District Welfare Administration Boards
District Welfare Administration Boards Act

Letter of Transmittal

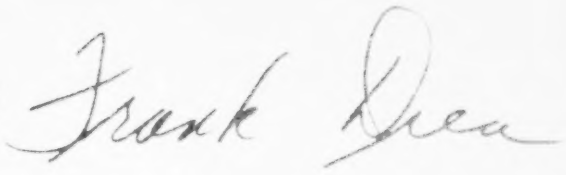
Report of the Ministry of Community and Social Services 1981-82

51st Annual Report for the fiscal year ending March 31, 1982

To His Honour
The Lieutenant Governor
in Council

May it please Your Honour:

The undersigned has the honour to present the 51st Annual Report of the Ministry of Community and Social Services for the fiscal year ending March 31, 1982.
Respectfully submitted.



Hon. Frank Drea
Minister

To The Honourable Frank Drea
Minister of Community
and Social Services, Ontario

Sir:

I have the honour to present the 51st Annual Report of the Ministry of Community and Social Services for the fiscal year ending March 31, 1982.
Respectfully submitted.

Robert M. McDonald
Deputy Minister

Inquiries:
10th Floor, 2195 Yonge Street
Toronto
(In Territorial Districts throughout
Northern Ontario)

Medical Advisory Board—Family Benefits Act
Regulation 287, RRO 1980, sec 20 under Family Benefits Act

Inquiries:
10th Floor, 2195 Yonge Street
Toronto

Medical Advisory Board—Vocational Rehabilitation Services
Vocational Rehabilitation Services Act, Regulation 221, RRO 1980, sec 14 under Vocational Rehabilitation Services Act

Inquiries:
2nd Floor, 700 Bay Street
Toronto

Social Assistance Review Board
Ministry of Community and Social Services Amendment Act, RSO 1980, ch 273, sec 11

Inquiries:
Room M1-56, 57, Macdonald Block
Queen's Park, Toronto

Soldiers' Aid Commission
Soldiers' Aid Commission Act, RSO 1960, ch 377, sec 1

Inquiries:
7th Floor, 2195 Yonge Street
Toronto

Training Schools Advisory Board
Training Schools Act, RSO 1980, ch 508, sec 6

Inquiries:
2nd Floor, 700 Bay Street
Toronto

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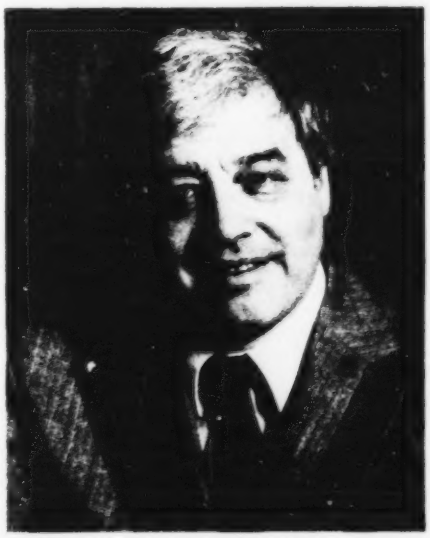

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Front cover: Blissymbols, a universal form of communication, are now widely used by speech impaired people throughout the world. The Ontario Crippled Children's Centre was the first group to discover this important application. (Translated, the cover symbols mean: *We're here to help.)*

I came to the Ministry of Community and Social Services in January, 1982, and since then, because the best way to resolve a problem is to try to understand it, I have visited facilities, agencies and ministry offices throughout the province. I have met countless people employed by us and by others and have been greatly impressed by their dedication to the cause of those in need of special assistance.

In my previous job at the Ministry of Municipal Affairs and Housing, my involvement in the social housing field gave me some understanding of the needs of disadvantaged persons in our community. The Ministry of Community and Social Services helps these same people through a broad array of programs.

None of you needs to be told that our economy is in bad shape. Because it is, I am determined that this ministry will exercise the greatest restraint and fiscal responsibility which is consistent with the needs of those we serve.

Against this background, we are developing plans to meet the immediate and long-term needs of children, people who are elderly, developmentally handicapped, physically handicapped, economically disadvantaged and young offenders.

To this end, I have always believed that a community focus, by the province in conjunction with the municipalities, is the most efficient and beneficial way to use our resources. Community services to our clients will continue to expand, especially to our seniors and to persons who are disabled or who are developmentally handicapped. For example, we will continue to give priority to developing services aimed at maintaining people in their own homes wherever possible.

Our new Children's Act, soon to be in the public discussion stage, will encompass all provincial children's legislation except that which deals with education. It will simplify and clarify the law as it relates to children's mental health, children's aid societies, child welfare, childrens' institutions and observation and detention homes.

The new federal Young Offenders Act will have a substantial impact on Ontario's juvenile corrections system. The precise extent of that impact - in dollars, in programs and in custodial care - has yet to be measured.

Our income maintenance program is composed of Family Benefits and General Welfare Assistance. Both FBA and GWA will be streamlined and we plan to experiment with integrating their administration at the local level. Our objective is simple: To get the most from our human and financial resources so that we may better meet the needs of those covered by the legislation.

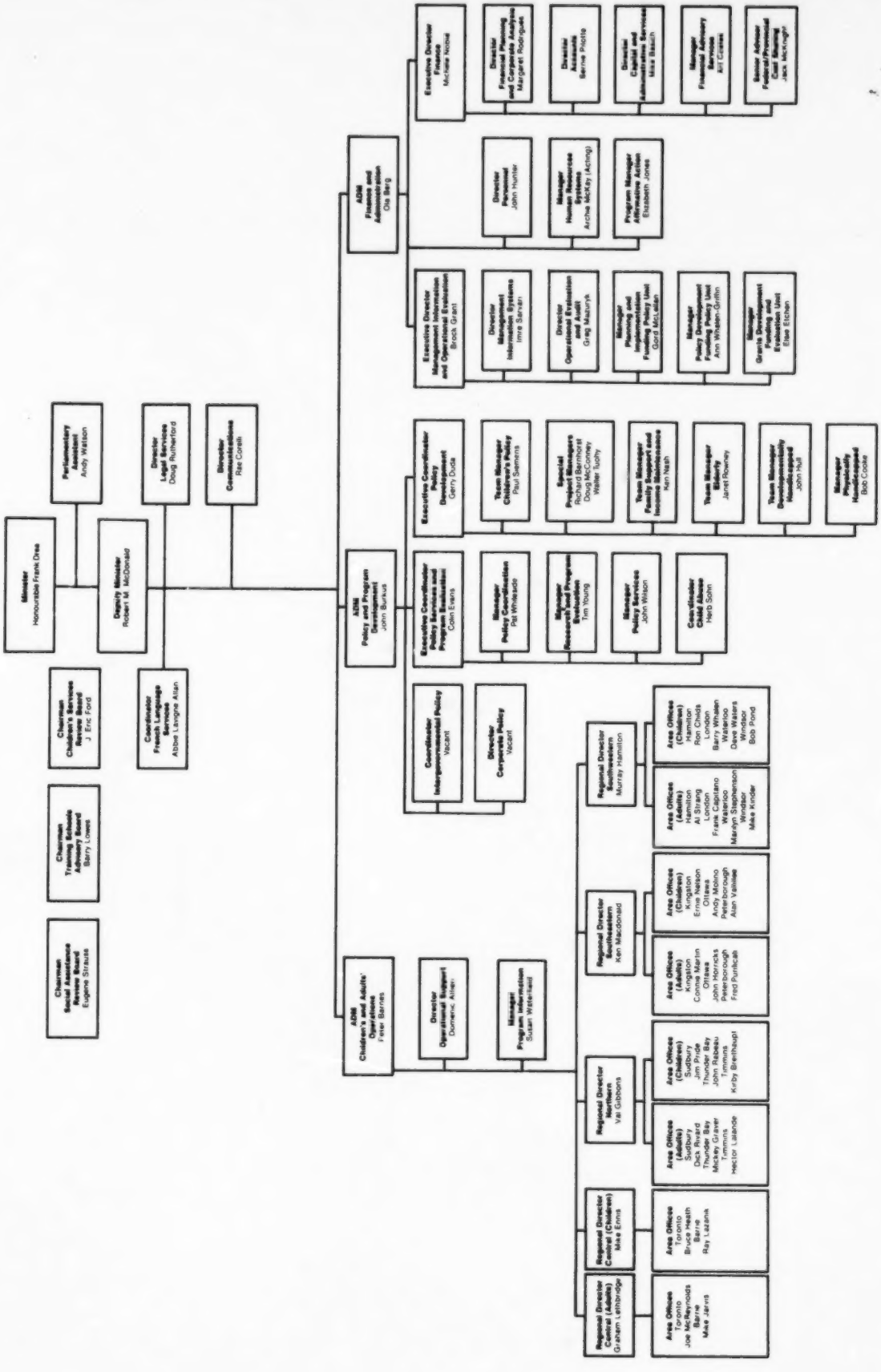
In our Policy and Program, Operations, and Finance and Administration Divisions, we have people working very hard to develop new and better ideas and methods for putting these ideas into practice. To make their efforts more productive and to minimize duplication and wasted effort, we are developing a corporate plan as a kind of roadmap for the way ahead. Since we cannot foretell the future, a corporate plan is the next best thing; we may not know exactly what is going to happen but we will be as prepared as we can be in these challenging and sobering closing years of the century.

Organization Chart

As at April 1, 1982

Organization Chart

As at July 1, 1982



Corporate

8 **Children's and Adults' Policy and Program Development Division**
9 **Operations Division**
10 **Finance and Administration Division**
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15 **Services en français**
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Children's and Adults' Policy and Program Development Division

This division was created in April 1981, to coordinate the Ministry's policy development and related functions. It assists the Ministry and the community in the development of consistent social services and a rational income maintenance policy.

There are three sections: Policy Management, Children's Policy Development, and Adults' Policy Development.

Policy Management

This section's responsibilities include the coordination and preparation of short- and long-term Ministry plans, and the planning, monitoring, and development of standards and guidelines for services for children and adults. It provides a focal point for liaison with Cabinet, Cabinet Committees, other ministries, and social service organizations. The section designs, funds, and manages program evaluation, and research studies on Ministry policy and program development. It also administers the Provincial Lottery Research Fund for children's services research ($1.25 million in 1981-82), the Ministry research and demonstration grant funds ($726,000 in 1981-82), and the Child Abuse Program demonstration, evaluation, and research projects.

Child Abuse Unit

The unit was established in 1976 to examine the problem and recommend steps that should be taken to improve techniques for the treatment of child abuse. The program provides funding for community organization grants. Regional offices, as part of Ministry decentralization, are now responsible for agency collaboration, and for local planning of the Child Abuse Program.

Resource material and professional training packages have been developed and distributed through trainers' workshops, public education campaigns, regional seminars, and a free film lending library. Local resource libraries have been established in many Ontario communities with Ministry grants.

A highlight of the 1981-82 program was the development of a series of handbooks and training resource materials for people like nurses, law enforcement personnel, early childhood educators, social workers, and teachers.

The Child Abuse Unit is assessing the results of current research and demonstration projects, so that its findings may be shared with relevant professions, agencies, colleges, and universities.

Children's Policy Development

This section directs the development of consistent and coherent policies, programs and ways of providing children's social services within the context of the family.

Major policy and program items for 1981-82 included continuing work on a Consolidated Children's Act, a provincial response to the Federal Young Offenders Act, and continued development of the concept of local Children's Services Committees. Discussion papers were produced in Day Care, Prevention, CAS Protection Services, Case Co-ordination issues, the Hard-to-Serve Child in Ontario, Adoption Services, and Children's Services: past, present, and future.

Adults' Policy Development

This section develops effective policies to improve all existing Adults' Services programs, including improving short- and long-term planning and ensuring that social services and income maintenance policies are consistent.

Branch units specialize respectively in policy development for each of four areas: the family and single parents, the elderly, and mentally retarded and physically handicapped persons.

In 1981-82, papers and projects completed by the section included a province-wide shelter supplement for recipients of Family Benefits and General Welfare Assistance, a major paper on Individual Program Planning, preparation of a preliminary report on M.R. prevention, a paper on Volunteer Services Initiatives for the elderly and an examination of the Ministry's role regarding physically handicapped persons.

Projects on which work began include a survey of hostels and halfway homes; the provision of rate increases for recipients who are permanently unemployable for medical reasons and single women aged 60-64 years; the co-ordination of Homemaker Services with Ministry of Health's Home Care Programs and MCSS's Home Support Service.

Operations Division

Operations introduction

The Operations Division is responsible for the delivery of all programs under Community and Social Services administration once policies have been approved.

Effective service delivery means providing support to those who are perceived to be in need and are not covered in other programs - the developmentally and physically handicapped, the aged, children without protection, and people requiring financial assistance. The division makes sure that the Ministry is aware of the specific needs of each community and that appropriate plans are made to meet these needs.

The Ministry works directly with clients, with other governments such as regional municipalities, and through the many agencies it funds.

The Operations Division is a well integrated network of field offices - five regional and twenty-four area offices, coordinated by the Office of the Assistant Deputy Minister, Operations; and the Program Information and Operational Support Branches at head office.

In the newly decentralized structure, the Program Information Unit serves as a link between the region and area offices, and the Ministry's senior management, so that senior managers are kept informed of all serious local occurrences or contentious issues. The unit's other duties include coordinating all the Minister's mail, developing Minister's and Deputy Minister's briefing notes for meetings or visits, and handling all inquiries from the public, made in person or by telephone, to the Minister's office.

The Operational Support Branch consists of five major units: Operational Services, Project Management and Implementation Planning, Mental Retardation Services, Medical Services, and Income Maintenance.

Operational Services carries out a number of diverse functions required to support the division's decentralized field organization. Through its Program Support Section, for example, it gives advice on field program implementation, and coordinates the development of information packages and operations manuals for regional use.

The Project Management and Implementation Planning Unit ensures that all Ministry program and policy changes are introduced efficiently and consistently. Its specific duties include determining the operational implications of new policy development, and maintaining a monitoring system for all policies and programs.

The Mental Retardation Services Unit administers community programming for developmentally handicapped children and adults in the interim, so that the newly decentralized services will be integrated and consolidated effectively.

The Medical Services Unit coordinates the key medical services in all Ministry-operated programs - medical advisory boards of the Income Maintenance and Vocational Rehabilitation Programs as well as medical services in M.R. facilities and homes for the aged. Support is provided to these programs by consultants in psychiatry, geriatrics, rehabilitation, general medicine and dentistry.

The Income Maintenance Unit administers the provincial allowances and benefits program, and the Ontario drug plan, and oversees the municipal program of assistance to persons in need.

On April 1, 1981, adults' and children's program delivery functions (including M.R. facilities) were amalgamated into one Operations Division. It is hoped that this will promote integrated planning and priority setting in all Ministry programs, and that Ministry field staff will now be seen to be part of a coordinated approach to programming.

However, it was felt that although regional offices were amalgamated, there should be separate area offices for adults and children in most cases, so that staff could remain sensitive to individual needs.

Community and direct programming, particularly for the developmentally handicapped, has been successfully coordinated. Increasingly, staff have recognized the many links between adult's and children's programs, and previously disparate area offices have become more aware of one another's goals.

Other 1981-82 accomplishments

The "services" approach to funding Ontario's children's aid societies has been effectively implemented, new day care projects have been introduced, and the Ministry's deinstitutionalization program for training schools has been completed.

The Special Needs/Services and Tri-Ministry projects for developmentally handicapped children and adults have been launched. As part of the ministry's program for the International Year of Disabled Persons, a further 54 attendant care spaces were made available throughout Ontario.

Priorities for 1982-83 will include the decentralization of income maintenance decision-making, and, in M.R. Services, the allocation of community money to make planning for the developmentally handicapped more flexible. The "services" approach to planning and funding will be extended to all children's mental health centres.

Finance and Administration Division

The Finance and Administration Division is responsible for providing corporate support to senior management through the Assistant Deputy Minister, and operational support through branches required for central expertise or efficiency of delivery.

A major effort was made during the year to build up systems development to help branches and divisions improve delivery of programs to our clients. The Funding Policy Unit is working on plans to introduce the services approach to funding in Children's Mental Health Centres in 1983-84. The division provides advice and assistance to managers on Ministry management processes. More performance appraisal plans were introduced, and manpower planning needs were identified. A Human Resource Information computer system was developed to improve training, reporting and planning.

The division continues to provide administrative support on financial and personnel matters, and to administer the Federal-Provincial Cost-Sharing Program and the Affirmative Action Program.

Federal-Provincial Cost Sharing

The Canada Assistance Plan and related cost-sharing arrangements – The Young Offenders Agreement, The Vocational Rehabilitation of Disabled Persons Agreement and The Indian Welfare Services Agreement - have a significant influence on Ministry programs.

Accordingly, advice and consultation are provided on policy formulation, program design, and delivery arrangements, and the development of related financial and other data gathering systems. This helps ensure maximum revenue and the integrity of claims.

The branch also maintains schedules for the agreements, negotiates sharing as changes take place, and settles claims.

Financial Planning and Corporate Analysis

This branch is the key corporate financial management and quantitative analysis unit, and assists senior management collectively and individually.

The Budgets and Financial Control Section is responsible for the Ministry's control of in-year financial management, and for manpower and budgetary control. It provides financial support to Head Office branches, and to the Assistant Deputy Minister of Operations, advising on, and coordinating management and analysis of the finances of all four regions.

The section consults regularly with officials of the Management Board Secretariat, especially on Management Board submissions and financial information. It develops and provides advice on financial information systems which support financial management and controllership and interprets central agency financial policy and guidelines on Ministry funding and legislation.

The Financial Planning and Analysis Section identifies and analyzes short-term planning issues and their effect on Ministry programs, and long-term resource strategies. It helps to develop priority plans and long-term resource strategies. This requires the provision of accurate, financial and economic analysis of proposed and current programs. The section coordinates the base forecast, estimates, and the allocation process, as well as Management by Results and related improvement projects.

Financial Advisory Services Section

This unit acts as a corporate support group for financial and administrative management. It develops and monitors financial and administrative policies and standards, coordinates manuals development and maintenance, and develops and maintains the financial manpower management system. It works to improve financial skills of non-financial staff through training seminars, and provides resource staff for project teams, emergencies and new developments.

The section also provides technical support to the Senior Adviser, Federal-Provincial Cost Sharing, and is available to conduct special investigations in the agency network.

Some major achievements were the first full-scale financial officer conference, and the introduction of the financial manpower management system which requires annual performance appraisal. The section introduced personnel, legislation and cost-sharing manuals and standardized and maintained all other ministry manuals. The cost-sharing technical support role was expanded.

Accounts Branch

The Accounts Branch provides financial information and accounting services. It processes all requests for treasury payments; records all financial data for public accounts; delivers salary cheques; performs salary verification; deposits revenues; and, as most Ministry expenditures are shared with the federal government, prepares claims to ensure that maximum revenue is obtained from Ottawa.

The Accounts Branch has three major sections: Expenditure, Revenue and Financial Control. The Expenditure Section comprises the Accounts Payable, Subsidies, Salary, and Attendance Units; the Revenue Section includes the Claims and Accounts Receivable Units; and the Financial Control Section is made up of the Advance Accounts, Financial Statements and Machine Units.

The branch processes all financial transactions in the Ministry, and in 1981-82, processed more than 500,000 invoices and subsidies, approximately 200,000 salary changes, and over 270 claims to the Government of Canada.

It also amalgamated all the Ministry bank accounts, and assisted with or prepared various Ministry manuals, such as the Financial Officers Manual, Cost-Sharing Manual, Ministry Manual of Administration, and Accounts Manual, and participated in computer task forces, including those on the family benefit system and the financial information system.

The Funding Policy Unit

The Funding Policy Unit develops and implements the services approach to funding for children's services. This approach provides a structure within which the goals and policies of the Ministry can be carried out at the local level.

The services approach means that financial objectives are set, and aspects of planning clearly defined. It improves control of the inventories of all resources and the monitoring of services and their use. The unit has developed a standard system for budgeting and reimbursement that makes it possible to allocate equal funds to regions, compare expenditures for different programs, and control all budgets.

This approach to funding was first introduced to children's aid societies in 1980 and 1981. Revisions introduced in 1982 included an updating of the child population based allocation formula. Through this, society funds are allocated according to weighted figures reflecting differing local socio-economic conditions. Responsibility for this funding approach in children's aid societies was transferred to Operations Division in 1981-82.

Plans to introduce the services approach to funding in children's mental health centres began in 1982. The Ministry will work with the centres to develop it in 1982-83, and it should be operating by 1983-84.

Operational Evaluation and Audit Branch

This branch examines Ministry-funded programs and services, both transfer payment and directly operated, to ensure that financial and management control mechanisms are adequate, and that Ministry and government directions are followed.

It tries to find out whether funds and public property are being adequately safeguarded, and provides management with relevant financial information. It makes sure that legislative, central agency, and Ministry directions are followed, and ensures due regard for economy and efficiency of operations. The branch also examines the appropriateness of evaluation procedures and decides whether they are operating satisfactorily.

A variety of review and audit methods, in general use or specifically developed by the branch, are used, and include a framework of annual work plans and multi-year cycles.

Major accomplishments during the past year include the establishment of an Electronic Data Processing Review Unit and detailed documentation of the Ministry's major EDP systems. A comprehensive generic methodology has been developed and is being used. Operational reviews of children's aid societies, and a comprehensive analysis of federal-provincial cost-shared programs have been done.

Management Information Systems

The Management Information Systems Branch provides effective computerized information systems, offers consultation and technical support, conducts feasibility studies, improves operational systems, and provides information to all levels of management so that informed and effective decisions can be made. The Systems Management and Coordination Branch, and the Management Service Unit were merged in 1981-82, to form the Management Information Systems Branch (MIS).

Electronic data processing systems are now being used by the branch, so that, at this time of restraint in government spending, the most cost-effective and efficient ways of delivering programs can be organized.

Technical changes planned include the introduction of advanced development languages. A prototype approach is being used, to find out, early in developing a system, what users really need, and an information centre is planned, so that users and staff may communicate.

Significant development projects included the comprehensive income maintenance system, the development of a new CAS reporting system, initial work to standardize social services terminology for data planning, and the development of a human resources information system.

Capital and Administrative Services Branch

The Capital and Administrative Services Branch provides administrative and technical support services for the Ministry in all aspects of capital expenditure. Units within the branch include accommodation, purchasing, records management, general services, capital projects, financial services, and library services.

This year, the Accommodation Section has concentrated on the completion of field office accommodation. Decentralization of the Family Benefits Program has required expansion and alterations at 44 field locations. Sixty per cent of head office moves are now complete.

The relationship of the Ministry Fire Services Advisors to the Municipal and Charitable Homes for the Aged was redefined. Local fire authorities will be primarily responsible for inspections, but some 40 homes in remote and rural areas will be serviced by the Ministry Fire Services Advisors, who will provide consultative services, and will provide direct service to Ministry operated facilities.

Using Ministry of Energy funding, a Ministry Energy Co-ordinator has helped with the promotion and management of energy conservation within the Ministry and its agencies. Throughout the province, maintenance projects continue, and new conservation measures are now being implemented. One major accomplishment was the conversion of 53 Ministry vehicles to propane power.

Some 300 capital projects, with total costs of $13.7 million, were continued during the year. The capital computerized control system (CAPCOMS) was improved, and training sessions on the Capital Program and associated systems were held for region and area staff.

The Supply Management Program, through the Central Purchasing Section, held the annual spring and fall regional meetings in three regions. Ministry supply practices and procedures were discussed.

The Ministry Furniture Committee, with representatives from the Operations and Finance Divisions, has revised the catalogue and specifications for institutional furniture for developmentally handicapped facilities and training schools. The annual Toy and Gift Show, held in June, was updated to meet the needs of facilities, homes, and schools for gifts for Christmas and special events.

Because of legislation pending on Freedom of Information and Individual Privacy, Records Management Services concentrated on the issues of confidentiality, release of information from client and administrative files, record security, and access to information. A Vital Records program was developed.

To improve services, the General Services Section and Distribution Centre were relocated to larger and more suitable premises. The moveable assets and vehicle fleet management systems, which provide new management information and cost savings evaluations, were improved.

The Ministry Library was moved to larger and more convenient quarters, with room for more reference materials. Library services have been streamlined this year through the expansion of computerized literature search services, and the microfilming of many back issues of resource publications.

Personnel Branch

The branch provides effective current and long-term personnel management services for line programs and Ministry employees.

The Regional Operations Section gives support, advice, and service to line managers and employees on matters such as employment, compensation, employee relations, and employee benefits. Personnel staff work at various centres throughout the province and report to regional personnel managers in London, Sudbury, Kingston, Toronto, and headquarters unit at Queen's Park.

During the fiscal year, the regional personnel staff worked closely with management on personnel management actions associated with Ministry restructuring and decentralization. These included closures of Champlain Training School (Alfred), and White Oaks Village (Hagersville), and the placement of affected staff; and the orientation and training related to new and amended policies, practices and procedures. Regional personnel staff provided a four-day staffing training workshop and a one-day grievance workshop for over 300 line managers. The same training will be provided to a further 1,000 line managers.

The Planning and Standards Section of the Personnel Branch develops personnel policy, procedures, and new programs. It provides advice to, and consults with, regional personnel staff and senior Ministry managers; represents the Ministry at wage, working conditions and benefits negotiations, and boards of arbitration; participates in Civil Service Commission government-wide policy and standards projects; and plans, develops, and co-ordinates special employment programs such as Experience '81.

The Employee Relations Unit continued its efforts to settle employee grievances through negotiations or mediation prior to arbitration. During the year, 81 grievances, mostly about classification and competitions for promotion, were lodged. Twelve grievances went to arbitration.

The Compensation Unit participated in government class standards reviews for counsellors in facilities for the developmentally handicapped; supervisors of juveniles in training schools and workers in observation and detention homes; vocational and recreational staff; professional social workers and social services workers; psychometrists; and clerical and office services employees.

The Recruitment Unit wrote and coordinated publication and distribution of *"I want to work with people/ j'aime ça travailler avec les gens"*. This employment brochure identifies the types of jobs available with the Ministry and outlines the skills and knowledge required to perform them. The unit also coordinated placement of staff made surplus because of two facility closures.

For the Experience '81 Program, 712 summer students were hired to work in Ministry - funded agencies in positions related to their fields of study. In the regular summer employment program, there were 735 students, and 453 students worked with the developmentally handicapped in Schedule I and II facilities. During the year, 126 co-op students were also employed.

Staff of the Records and Information Unit helped to develop and implement the human resource management information system, which provides employee information for personnel planning and decision-making. They also provided reports on issues like staff strength and costing.

Two new projects began. The branch hired a coordinator to develop an Employee Assistance Program in selected locations in the Ministry. Post-termination questionnaires were forwarded to all employees who separated from the Ministry during the year, and results will be analyzed in 1982-83.

Human Resource Management Systems

Human Resource Management Systems develops and implements policies and systems related to management development, staff development, performance appraisal, and manpower planning.

Several major new staff development plans were begun this year. Administrative systems necessary for decentralized training, including a computerized, high level reporting and planning system, were designed. The section developed a register of consultants and manual information systems for external programs. An adult education program for the training staff in Schedule I facilities was organized. This was followed by a survey carried out in collaboration with Operations Division management, and the administrators of the facilities, to determine training requirements for facility staff. There were a number of training programs for field staff and staff in central offices. New delivery systems for probation and aftercare mandatory training programs are being developed and will be completed in 1982-83.

The section provided advice and consultation necessary to support the performance appraisal system, and workshops on management performance appraisal were continued. A review of the requirements for manpower planning in the Ministry, and initial work on identifying various approaches to management training, were carried out.

Affirmative Action

The Ministry is committed to Management Board of Cabinet's directive that the government should have an Affirmative Action Program. The program attempts to increase the pool of qualified women in the Ontario public service, to encourage the fullest use of women's potential, and to increase women's awareness of the many non-traditional jobs that they can consider.

During 1981-82, increased management accountability for the program was emphasized. The Affirmative Action office provided advice and assistance, and monitored progress for senior management. Staff give career counselling, run career planning workshops, and publish the Affirmative Action newsletter, *Mainly for Women.*

Communications Branch

The function of the Communications Branch is to explain and publicize, in a variety of ways, the nature, general objectives, and programs of the Ministry. This includes responding promptly and intelligently to requests from the print and broadcast media for information and interviews with senior staff.

The branch designs and produces information pamphlets, news releases, speeches, posters, displays, and audio-visual programs. It also publishes *Dialogue,* the in-house news magazine which highlights Ministry activities around the province.

In 1981-82, approximately 25,000 telephone, 500 in person, and 3,000 written requests were handled by the branch's Inquiries Unit. This unit, in cooperation with the Citizens' Inquiry Bureau of the Ministry of Government Services, responds to telephone, in-person and written requests for information. The unit is on the main floor of the Macdonald Block.

Special activities

Multicultural

To serve the third language community, the branch collaborated with Channel 47 (MTV) in producing six two-minute messages on the programs of the Ministry. These messages were translated into ten languages and aired in the Toronto area from January 1 to March 31, 1982.

Parent education

A major provincial television campaign using two commercials entitled Discipline and Nurturing was sponsored by the Ministry. Over 1,300 letters requesting information were received by the branch.

IYDP

The branch was involved in the production of an inter-ministerial campaign to promote public awareness of International Year for Disabled Persons. In cooperation with the Toronto Transit Commission two transit cards carrying the IYDP theme were posted in public transportation vehicles.

Senior Citizens' Week

This is the eleventh year in which the Communications Branch has coordinated public relations and information for Senior Citizens' Week including the production of a poster and related print materials.

Field activities

Branch personnel offered consultation and public relations services to area offices for special events throughout the province. A highlight was a major conference in northwestern Ontario involving 70 community agencies.

Media liaison

The media liaison section continued to issue news releases, statements and speeches and to provide information to television, radio, and the print media. It responded to approximately 1,500 inquiries this fiscal year.

Audio/Visual

The Communications Branch produced a tape/slide presentation on probation and aftercare. Technical service was provided twice weekly for media relations seminars. The staff also provided services such as film viewings, audio tapings, and equipment loans.

Publications

One hundred and ten publications were produced during the year. New publications included:

Are You Thinking of Adoption for Your Child?
explores parents' many questions on adoption, and what help is available.

Films on Child Abuse for Professionals
a list of selected training resource materials on child abuse.

I Want to Work with People
an outline of positions available for people interested in working in residential and community programs within this Ministry.

On Your Way to Work
information on job counselling, assessment training and placement for disabled people.

Put On a Public Face
a public relations guide for children's aid societies.

The Staff You Need
a booklet for employers, encouraging the hiring of disabled persons.

Today's Child and Helen Allen
a book describing the growth of adoption in Ontario over the last two decades and Helen Allen's significant contribution through the syndicated column "Today's Child".

French Language Services

The Ministry's policy of offering Franco-Ontarians equal access to services of equal quality, has progressed substantially.

In 1978, the Ministry stated that it would improve services in French and would help preserve the language and culture of Ontario's French population. Consultation with the Franco-Ontarian community identified needs that, by 1981, were being met.

Administration of the Ministry's French language service (FLS) program is being integrated into standard Ministry programs and procedures. Established information-sharing links with the Franco-Ontarian community, and the social agencies servicing it, are used to monitor and evaluate progress.

The Office of the Coordinator, reporting to the Deputy Minister, coordinates French services, and acts as a Ministry resource at meetings with the Franco-Ontarian community. Issues addressed include day care, social assistance, home support services, children's mental health, prevention of delinquency, addiction and family breakdown, services to the mentally and physically handicapped, volunteerism, adoption and foster care. Demands are evaluated in the context of the Ministry's FLS policy, and transmitted to Ministry staff concerned. The office maintains a Ministry-wide "correspondence" consultation service, and a clipping service with translations.

The coordinator represents the Ministry on a committee of full-time coordinators which helps develop central policies on bilingual staffing and French-language training. It also makes presentations to the minister responsible for FLS, to senior public servants at the Civil Service Commission, to Franco-Ontarian associations, and to high school students in French language schools. It evaluates requests for subsidies from the $1 million Fonds de Soutien, a central community support grant program.

Results of research during the last fiscal year indicated widespread awareness of the Ministry's French Service commitment and that, in spite of staff and budget constraints, French Language Services were more widely available. Increased contact between ministries has developed a sense of common direction in the FLS field.

Highlights of the year

- The Office of the Coordinator made Central and Southwest Regions responsible for French field service concerns. (Southeast and North Regions have been decentralized since 1979 and 1980, respectively.)

- Ministry policy directed that head office in Metropolitan Toronto should have a French language capacity. Central Region conducted a survey of the city's French services capabilities, to be shared with Metropolitan Toronto's French Services Committee.

- In June, the Minister, Frank Drea, announced a program to increase and improve services for delinquents and disturbed youth in Eastern Ontario. Projects included the development of a multi-use group home, for up to eight francophone juvenile offenders and emotionally disturbed youths.

- A foster care consultation paper inviting public and agency comment was translated into French, at a cost of $9,000, to encourage French community response. The document, *Placement familial: projet de normes et directives*, is part of a bilingual information and recruitment program. It will be distributed in 1982 at a cost of $14,000.

- The North Region funded the translation of an extensive child protection training document. This major document, *Travailleurs sociaux des services de protection directe, Volume II*, is being used as a basic manual for Ministry-run child abuse seminars in children's aid societies. It was distributed among francophone professionals and agencies, to provide francophone social workers with professional French terminology.

- The Office of the Coordinator participated in an extensive Cabinet review of French services, in which Ministry strategies and achievements were studied and evaluated. This review will be presented in 1982.

- The Service Francophone d'Intervention Psychosociale, a mental health unit funded by the Ministry and administered by the Sudbury-Algoma Hospital, was officially opened. This service will allow francophone children and their families to receive services in their own language.

Services en français

L'objectif du ministère qui est de fournir aux Franco-ontariens un accès égal aux services tout en offrant la même qualité, a rapporté des progrès substantiels.

En 1978, le ministère a annoncé qu'il améliorerait les services en français et aiderait à préserver la langue et la culture de la population française de l'Ontario. Une consultation avec la communauté Franco-ontarienne identifia les besoins qui devaient être satisfaits dès 1981.

L'administration du programme des services en français du ministère est en train de s'intégrer dans les programmes de normes et de l'ensemble des formalités du ministère. Des liens, solidement établis entre la communauté franco-ontarienne et les organismes sociaux pour le partage des informations, sont utilisés pour contrôler et évaluer les progrès.

Le bureau du Coordonnateur qui se rapporte au sous-ministre, coordonne les services en français et prend part en qualité de personne ressource du ministère aux réunions avec la communauté franco-ontarienne. Les sujets traités se rapportent aux garderies d'enfants, à l'assistance sociale, aux services de soutien à domicile, à l'hygiène mentale pour enfants, à la prévention de la délinquance juvénile, à l'intoxication et à l'éclatement de la famille, aux services offerts aux personnes handicapées mentalement et physiquement, au bénévolat, à l'adoption et au placement familial. Les demandes sont évaluées dans le contexte de la politique des services en français du ministère et sont dirigées vers le personnel concerné du ministère. Le bureau maintient un service de consultation ayant trait à la correspondance par tout le ministère et un service de découpures de journaux avec traductions.
Le Coordonnateur représente le ministère en faisant partie d'un comité de coordonnateurs à plein temps lequel aide à promouvoir les politiques centrales relativement à l'embauchement et à la formation du personnel bilingue. Il fait des présentations au ministre responsable des services en français, au personnel cadre de la Commission de la Fonction publique, aux associations franco-ontariennes, et aux étudiants des écoles secondaires francophones. Il évalue les demandes de subventions provenant du Fonds de soutien d'un million de dollars, un programme central de subvention à l'intention de la communauté.

Différentes études faites au cours de la dernière année fiscale ont démontré que le public prend de plus en plus conscience de l'engagement pris par le ministère relativement aux services en français, et que malgré les restrictions au niveau du personnel et du budget, la disponibilité des services en français a été grandement améliorée. Un plus grand contact entre les ministères a contribué au développement d'un sens de direction commune dans le domaine des services en français.

Faits saillants de l'année

- Le bureau du Coordonnateur a délégué aux régions du centre et du sud-ouest la responsabilité de régler les problèmes locaux relevant des services en français. (Les régions du sud-est et du nord ont été décentralisées depuis 1979 et 1980 respectivement.)

- La politique du ministère a établi que le siège social du Toronto métropolitain devait offrir les services en français à la population francophone. La région centrale a tenu une enquête sur les services en français offerts dans la ville même, afin de les partager avec le comité français du Toronto métropolitain.

- En juin, le Ministre, Frank Drea, a annoncé un programme pour développer et améliorer les services à l'intention des jeunes qui souffrent de perturbations affectives et des jeunes délinquants de l'est ontarien. Les projets comprenaient l'ouverture d'un établissement servant à différents usages pour au plus huit jeunes délinquants et adolescents souffrant de perturbations affectives.

- Une documentation de consultation relativement au placement familial invitant les commentaires du public et des différents organismes a été traduit en français au coût de $9,000, dans le but d'encourager la réponse de la communauté francophone. Le document, *Placement familial: Projet de normes et directives*, fait partie d'un programme de formation et de recrutement bilingue. Il sera distribué en 1982 au coût de $14,000.

- La région du nord a subventionné la traduction d'un document très élaboré relatif à la formation dans le domaine de la Protection de l'Enfance. Ce document majeur, *Travailleurs sociaux des services de protection directe, Volume II*, sert actuellement de manuel de base pour des séminaires organisés dans les Sociétés de l'aide à l'enfance par le ministère sur le sujet des enfants maltraités. Il fut distribué aux professionnels et organismes francophones, afin de procurer aux travailleurs sociaux francophones une terminologie professionnelle en français.

- Le bureau du Coordonnateur a participé à une révision approfondie des services en français pour les membres du Conseil des Ministres, dans laquelle les tâches et les stratégies du ministère furent étudiées et évaluées. Cette révision sera présentée en 1982.

- Le Service Francophone d'Intervention Psychosociale, un centre d'hygiène mentale subventionné par le ministère et administré par l'hôpital de Sudbury-Algoma fut ouvert officiellement. Ce service permettra aux enfants francophones et à leurs familles de recevoir dans leur propre langue les services dont ils requièrent.

Legal Services Branch

Legal Services Branch, with staff seconded from the Ministry of the Attorney General reporting directly to the Deputy Minister, is centrally administered, and provides legal advice and agreements to all area offices of the Ministry. Lawyers of the branch represented the Ministry at hearings before courts and tribunals in various parts of the province.

Last year, the branch developed a standard purchase-of-services form of agreement, for area offices to use in distributing grants and subsidies.

Operations

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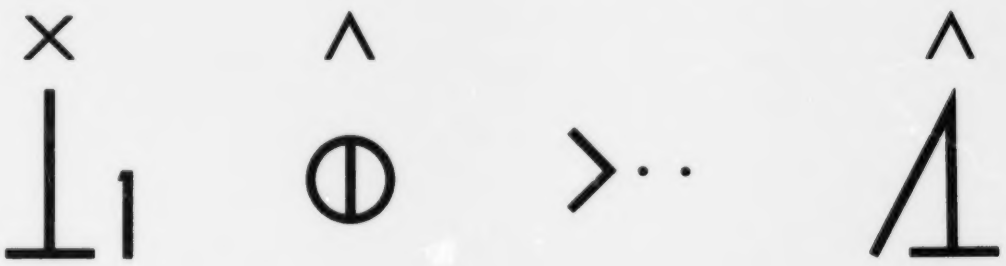

The Regions

Since the decentralization of this Ministry, all its services and programs have been delivered by its four regions: North, Southeast, Southwest, and Central. There are six areas of service: those for the physically handicapped, the developmentally handicapped, and senior citizens; adult services (largely income maintenance), children's services, and those where the Ministry works in the community (hostels, crisis centres, and counselling services).

Southeast Region stretches from Durham and Victoria Counties in the southwest, to Renfrew in the north, and the Counties of Prescott and Glengarry in the extreme eastern corner of the province. The population of the region is approximately 1,666,130, or 19.5 per cent of the province's total population. Services are administered by a staff of 2,750, located in the Kingston Regional Office, three adults' and three children's area offices in Ottawa, Kingston, and Peterborough, and in the region's directly operated facilities, observation and detention homes, and training schools.

Southwest Region is a triangle stretching from Bruce and Grey Counties in the north, to Essex in the southwest, and Niagara County in the southeast. Its population is approximately 3,000,000, or one-third of the total provincial population, and Ministry staff number 3,000. The regional office is in London, and the area offices are in London, Waterloo and Windsor.

Central Region includes the Municipality of Metropolitan Toronto, York and Peel Regions, and Simcoe and Dufferin Counties. With a total population of 3,200,000, this small geographic area contains about 36 per cent of the province's population. There are two regional offices in Toronto, (one adults' and one children's), and area offices in Metro Toronto and Barrie.

Northern Ontario covers 814,447 square kilometres (over two-thirds of the total area of the province). It extends from the southern boundaries of Muskoka and Nipissing, northwest to the Manitoba border, and northeast to the Quebec border and James Bay and Hudson Bay, and approximately one half of it is accessible only by air or rail. The region's sparse and largely rural population totals 857,956, with a high concentration of native persons (6.6 per cent registered Indians), and a substantial francophone population (19 percent). The regional office is in Sault Ste. Marie, and area offices are in Sudbury, Timmins and Thunder Bay. There is a total staff of 910.

In all the regions, there are local offices, facilities for the developmentally handicapped, observation and detention homes, and training schools, whose staffs are included in the staff totals.

Southeast Region

New programs for the developmentally and physically handicapped persons living in the community included three expanded and two new life skills programs for a total of 40 clients, vocational services for an additional 38 people, three new residential programs for 22 adults, and extension of the Adult Protective Services program.

During 1981-82, A Native Child Welfare Agreement was made with the Curve Lake Indian Band, so that the Band Council plays a greater role in providing child welfare services, and fewer native children are taken off the reserve and placed in care in non-native settings.

Francophone programs receiving funding included counselling services for Ottawa francophones in receipt of general welfare assistance (GWA) or family benefits allowance (FBA). A francophone worker has been hired to provide educational support to the Ottawa Parent/Preschool Resource Centre, and bilingual services have been provided for the Ottawa Chapter of the Early Childhood Education Association. A variety of community projects such as French translation services, studies of alcoholism and gerontology, and a home support service for francophones, are being organized through Ottawa Social Planning Council. After negotiations with the Ministry of Health, the region has approved the establishment of a new halfway house for francophone alcoholics.

Southwest Region

Administration of the southwest's six Schedule I (direct-operated) and five Schedule II (Ministry-funded) facilities for the developmentally handicapped, previously part of the Ministry's Mental Retardation Services Division, was transferred to regional operations during 1981-82.

Among new services for the developmentally handicapped will be a set of common data on the region's developmentally handicapped population, a planning tool which will help assess program needs.

The catchment areas for the region's Schedule I and II facilities are being examined with a view to realigning boundaries so there is one primary provider per geographic area and everyone requiring assistance has access to such programs.

A new Children's Mental Health Centre in the Haldimand-Norfolk region provides treatment and counselling services to area children and their families. Fourteen core residence spaces and eight parent relief beds were developed for severely and profoundly developmentally handicapped children in the London area. A Participation House Apartment Project was opened in Kitchener so that 12 physically handicapped people could live independently in apartments.

Central Region

A major achievement in adult services this year was the decentralization of Income Maintenance files. Responsibility for decision-making was delegated to local offices in the Barrie area. This pilot project for the province was successful, so all area offices will be decentralized.

During 1981-82, the Toronto Area Office introduced a 24-hour "hot-line" for seniors. The phones are staffed by four senior volunteers working in two shifts of two. On average, 40 to 50 calls, requesting information on home support and assistance with financial problems, are received daily.

A 1980-81 increase (from 50 to 80 per cent) in the provincial share of the costs of purchasing family counselling services has made it possible for the municipalities of Toronto and Barrie to offer such support to more people. This includes funding for a new team, operated by social workers and the police, which responds to domestic disputes and attempts to resolve these before they result in crime.

The Central Regional Office (adults) and the Toronto Area Office worked cooperatively with the Metro Toronto Coordinating Committee for the Mentally Retarded to conduct a survey of Metropolitan Toronto developmentally handicapped people and their families. The study was designed to assess existing programs and to help forecast demand for services over the next five years.

Central Region funded 13 informal care, and six private home day care proposals, 15 requests for capital and operational start-up assistance, and six public education projects.

One of only three "round-the-clock" day care centres in Ontario was opened in what was formerly a Barrie area residential institution. This flexible service for parents on shift work is already proving valuable.

Several changes were made in the region's residential programs. Thistletown Regional Centre opened a new residence for developmentally handicapped autistic young adults, who require long-term support in a small facility setting. It also assumed responsibility for Oakville's Syl Apps Youth Centre, which will become the focal point for the region's secure services program. The centre's 16 secure treatment beds will be available in July, 1982.

The Barrie Area office helped to establish the Peel Children's Foundation, so that appropriate assistance is provided for "hard-to-serve" children in Peel Region through consultation, advocacy, brokerage, and special funding. During 1981-82, the Foundation handled 324 cases and funded 128 children.

Ministry funding was also allocated to the Barrie Children's Aid Society for the development of a single mother's drop-in centre, a boys and girls club, a street worker program, and behavior management services.

North Region

With the Ministry of Northern Affairs, the Ministry launched a bursary program in October 1981, for masters level psychology or social work students, to provide more professionals for Northern Ontario. Bursary recipients received $5,000 per year (for a maximum of two years) on the condition that they practice in the region one full year for each academic year of bursary assistance.

Research on the boom/bust phenomenon and on isolated communities in Northern Ontario, indicates that the use of social workers as generalists rather then specialists should be explored, so an adult generalist social worker has been placed in Moosonee to expand the already established generalist approach in Children's services. The development of a multipurpose facility in Moosonee, to be in use in 1982-83, was approved.

Wawa has one social worker, responsible for Family Benefits, General Welfare Assistance, Vocational Rehabilitation, and services for developmentally handicapped people.

In 1981-82, four day care planning priorities were identified-early intervention, development of integrated programs, increased day nursery school programs, and a further increase in private home day care. A further 159 subsidized spaces ($350,000) were made available, and funds were provided for 69 new day nursery projects (39 in North Central, six in the Northeast and 24 in the Northwest Areas). New day nurseries were established in Balmertown and Longlac.

Two new culturally appropriate services, a native day nursery at Sucker Creek Reserve on Manitoulin Island and a bilingual day nursery for the developmentally handicapped program at Sturgeon Falls, were started.

Seventeen native child welfare programs were funded. The Kenora Native Street Patrol demonstration project was evaluated, approved, and given further funds.

French language training for staff has begun and a regional policy on francophone staffing was introduced. A Francophone Assessment Unit at the Sudbury/Algoma Hospital, and bilingual day nursery services have been established.

Three foster care programs for the developmentally handicapped were established through children's aid societies in Kenora, Thunder Bay and Sudbury, and two foster home support services in Kenora and Thunder Bay. Infant stimulation programs were started in Dryden and Geraldton (providing outreach services to Beardmore, Aroland and Jellicoe).

Income Maintenance Programs

Income maintenance programs are under the legislative authority of The Family Benefits Act, The General Welfare Assistance Act, The District Welfare Administration Boards Act and The Soldiers' Aid Commission Act. They provide alternative income to persons who are unable to support themselves, or to maintain the well-being of recipients and their dependants.

Family Benefits

The Family Benefits Program provides assistance to persons who are in need because of a major physical or mental impairment, blindness, advanced age, or permanent unemployability for medical reasons, and for sole-support mothers or fathers, foster parents on behalf of their foster children, residents of institutions, handicapped children who remain in a normal family situation, and recipients of vocational rehabilitation training.

The blind and disabled receive a monthly guaranteed income at the guaranteed annual income system for the disabled (GAINS-D) rate; other recipients are provided with a monthly Family Benefits allowance.

All applications for assistance are processed by field representatives in the Ministry's area offices. Decision-making about eligibility and the amount of benefits awarded are made locally in five out of 12 adult area offices. The remaining seven will be doing this during the latter part of 1982-83. Each decision is based on an applicant's basic and special needs, family situation, liquid assets, and available income.

Examples of typical basic allowances per month include: $278 for single persons under family benefit allowance, (FBA) and $364 for a single disabled person; under FBA, $473 for a mother and one child (aged 10-15), and under GAINS-D, $579 for a couple where one spouse is disabled.

Through free health insurance, all FBA/GAINS-D recipients have access to medical and standard health care and can obtain, without charge, any prescription drugs listed in the Ministry of Health's Drug Benefit Formulary. Dental coverage is provided to those with dependent children, and the costs of purchasing, repairing or replacing eyeglasses or hearing aids are reimbursed where necessary.

Other benefits include an annual payment in August to families with dependants over four years old, to cover the costs of children returning to school.

The program also offers a Handicapped Children's Allowance of up to $225 per month to families who care for their severely handicapped children at home.

Recipients who leave the program to take up full-time employment may be eligible for a phase-out allowance of $250 and a Work Incentive Allowance. The Work Incentive program is designed to encourage FBA or GAINS-D clients to become self-sufficient by continuing to provide allowances and health-related benefits for up to two years after they obtain full-time employment.

Assistance is also given to recipients who require job skills training. Clients with dependent children who take approved Canada Manpower training courses, may continue to receive a minimal allowance as well as coverage for any medical, dental and drug expenditures. They, too, are eligible for the phase-out and Work Incentive allowances once they complete their courses and enter full-time employment.

As of March 31, 1982, a total of 120,061 people were receiving Family Benefits assistance, including 26,578 GAINS-D clients (22 per cent of the family benefits caseload), and 2,131 recipients of vocational rehabilitation allowances. Also, 4,873 aged and disabled persons in institutional care were eligible for allowances to cover the cost of care plus a comfort allowance, and 606 persons in chronic care facilities were being paid comfort allowances only.

Among those in receipt of allowances, 54,915 were single persons who were primarily disabled, permanently unemployable, aged or blind; 2,125 were foster parents; and 60,401 were families, 49,659 of them mothers with dependant children. In addition, 396 families were receiving the Handicapped Children's Allowance.

Some 1,600 people were also participating in the Work Incentives program. A total of 4,380 FBA recipients have participated in this program since its inception in 1979.

As of March 31, 1982, the combined number of beneficiaries assisted by the Family Benefits and Work Incentives programs was 231,635, an increase of 2,142 over last year.

Major accomplishments during 1981-82

All FBA allowances were increased by eight per cent from October 1, 1981, and a selective Shelter Subsidy was added to the FBA program. Responsibilities for the FBA program for employable single parents are being transferred to the municipalities.

A two-step expansion in the GAINS-D program was introduced to include more than 25,000 FBA recipients now classified as permanently unemployable. The first phase was launched in November 1981, and involved rate increases for these clients.

General Welfare Assistance

Financial support is provided through municipalities or approved Indian bands on an emergency and short term basis to people who are in need. Recipients of general assistance (91 per cent of the general welfare assistance category) are primarily the

unemployed, the elderly, those in ill health (i.e. sick, disabled or blind), parents with foster children, and sole-support mothers.

The allowance covers such basic living expenses as food, clothing, personal needs, special diets, household supplies, shelter, utilities, and nursing home care. Payment includes the actual or anticipated cost of fuel, or a shelter subsidy, whichever is greater. All beneficiaries are also entitled to free OHIP coverage and prescription drugs.

Monthly allowances to cover basic needs (excluding a fuel or shelter subsidy) range from $238 for an unemployable, and $216 for an employable single person, to $401 for a mother with one child (10-15 years old), $535 for a couple with two children, and $528 for a mother with three children. In general, the Ministry pays 80 per cent of such expenses.

During 1981-82, a monthly average of 35,380 employable and 41,455 unemployable, or a total of 76,835 persons were receiving general assistance.

Among these were 69,915 dependents or a total of 146,750 beneficiaries in the temporarily unemployed but employable categories. Among these recipients were 43,366 single persons and 33,469 heads of families. Some 25,964 persons were eligible for benefits due to ill health; 28,696 as a result of temporary inability to obtain employment, and a further 13,665 because of the absence of a principal family provider. On a monthly average, 7,612 persons were residing in hostels and 65 in nursing homes, and support was given to 833 foster children. The total number of 1981-82 beneficiaries for all types of general assistance was 156,055.

Supplementary Aid

This allowance is paid, at the discretion of municipalities, to people already receiving assistance under Family Benefits, Old Age Security, GAINS or Vocational Rehabilitation, for such extra needs as prosthetic devices, dental services, and rent supplements. During 1981-82, a monthly average of 14,803 were receiving supplementary aid, five per cent of the GWA category.

Special Assistance

The remaining four per cent of this category includes those GWA beneficiaries receiving special assistance (at the discretion of municipalities) for such expenditures as moving, surgical supplies, dental services, prosthetic support, artificial limbs and vocational training. This is cost-shared with the municipality at a rate of 50 per cent, and was paid to a monthly average of 28,391 persons in 1981-82.

Computer system

The Ministry operates a central GWA computer system, Municipal Assistance Information Network (MAIN), for municipal use. This permits municipalities to develop their own data and record processing system as part of a uniform network.

Major accomplishments during the past fiscal year

A selective Shelter Subsidy was added to the GWA program. MAIN continued to be expanded as another 12 municipalities joined the system, bringing the total number of municipalities "on line" to 25. This means that the percentage of GWA recipients covered by MAIN has risen from 58 per cent in March, 1981, to 73 per cent in March, 1982.

Indian bands

Indian bands may be approved to administer GWA and FBA assistance for their own reserve members. As of March 31, 1982, 89 bands have assumed responsibility for on-reserve social assistance programs.

Soldiers' Aid Commission

This independent board assists veterans of World Wars I and II and the Korean War (and their dependents) by providing such requirements as dentures, eyeglasses, and hearing aids. Administrative support is provided by the Ministry.

Social Assistance Review Board

Any persons refused GWA, FBA or VRS assistance, whose benefits are changed or cancelled, or who are seeking an exemption from payment for chronic care services, may launch an appeal before the Social Assistance Review Board. This Board operates as an independent body under the provisions of *The Family Benefits Act, The Vocational Rehabilitation Services Act, The General Welfare Assistance Act and The Ministry of Community and Social Services Act.*

During 1981-82, 3,831 FBA/GWA hearings were held before the Board, representing 1.92 per cent of the total FBA/GWA caseload.

Other assistance for persons in need

Desertion services

The Ministry's central desertion service helps locate spouses who have deserted their families, and works with family courts to enforce support. It also assists parental support workers throughout the province to enforce support payments so that clients receive their full entitlement to social assistance regularly.

Legal aid assessment

The legal aid assessment service reviews the eligibility of applicants for legal aid, and determines their ability to pay for such assistance.

During 1981-82, 106,749 persons were referred to the Ministry's area offices for interview and assessment, a decrease of 3,800 from the previous year.

Child welfare services

The legislative and funding responsibilities of child welfare programs are defined in *The Child Welfare Act, 1982* and to some extent, *The Children's Institutions Act, 1976* and *The Charitable Institutions Act, 1975.*

The Ministry's regional and area offices coordinate most child welfare services, children's aid societies, children's and youth institutions and boarding homes, but the adoptions program is administered through Head Office.

Children's aid societies

The children's aid society in Ontario protects children from physical and emotional abuse or neglect, and arranges for temporary or permanent guardianship of children separated from their parents (perhaps foster care or adoption). It helps to create an environment that promotes the healthy development of children while preventing those circumstances leading to neglect or abuse.

During 1981-82, the new services approach to operations planning and funding was consolidated throughout the province. All 51 children's aid societies submitted service plans outlining the 1981 programs to be provided for a given cost. A direct result of this was a reduction in the number of child welfare reviews (used by societies to request any adjustments in their base budgets) from 13 hearings in 1980 to one in 1981. The number of societies involved in the exceptional circumstances review (a process undertaken to examine and counteract potential children's aid society deficits) also decreased from 22 in 1980 to 16 in 1981.

Ontario's children's aid societies received a total of $137,037,000 in Ministry funding during the fiscal year.

Adoptions

The proclamation *of The Child Welfare Act, 1979* has meant that all private adoptions must now be licensed by the Ministry. Any organization wanting to act as an adoption agency must first receive Ministry approval. There are two such agencies in the province, both in Toronto.

The Ministry cannot issue an adoption licence until an "equality of adoption services" has been established. This means that both a home study on the prospective parents, and medical and social histories of the natural parents must be conducted for every application.

The new Act has also made available an adoption subsidy for families with good parenting skills who decide to adopt special children. These include large family groups who should not be separated and children with physical and emotional handicaps.

Through a new Adoption Disclosure Registry, it is now possible for some adoptees and their natural parents to reunite. Adoptees wishing to take advantage of this service may register with the Ministry after their 18th birthday, as can parents who have given up children for adoption, once these children turn 18. If the registry finds both parties listed, then with the permission of the adoptive parents, the adoptee and his or her original parents may meet. *The Child Welfare Act* specifies, however, that counselling is mandatory for both parties prior to any meeting.

In 1981-82, the Ministry's Adoption Unit processed some 3,879 adoption orders, issued 368 licences for private adoptions, and approved 65 adoption subsidies. Some 634 adoptees and 221 birth parents were added to the Ministry's Adoption Registry. This resulted in 38 reunions.

It has become increasingly apparent during the past few years that the number of infants available for adoption has dropped drastically. In 1969 there were a total of 6,086 unrelated adoptions; in 1981 this decreased to 1,962. Statistics show that a total of 4,477 unmarried mothers gave their children up for adoption in 1969, while only 1,031 placed their babies in 1981. One adoption agency has reported that in 1970 that it placed some 878 infants under one year, but only 131 infants in 1980.

Interprovincial and international adoptions continued in 1981-82. The federal Department of Health and Welfare's Adoption Desk has referred a number of children from other provinces or territories to Ontario for adoption.

A range of "special needs" children continue to be placed through the newspaper column, *Today's Child*, now being written by Judith Adams. The CFTO-TV program, *Family Finder,* has helped to inform the public about these children.

Child Abuse Register

The Child Welfare Act, 1978 declares it mandatory for the Ministry to keep a register that records the names of all suspected child abusers in Ontario. This service fulfills three functions:

a) *Tracking:* A children's aid society worker involved in a case investigation is able to discern from the register whether the name of the suspected offender was previously listed.

b) *Research:* Better programs can be planned if Ministry staff are able to use documented information about abusers and incidents of abuse.

c) *Review:* Register data will greatly assist any analysis of case management practices.

Any individuals named in the register as alleged abusers are notified that they are so listed. They have the right to inspect the information and to request removal of their names. If this request is not granted, they are entitled to apply for a deletion.

Natives

Native Child Welfare Program

In 1981-82 the Ministry's Native Child Welfare programs were extended to 22 reserve communities and eight children's aid societies. These programs are intended to develop culturally appropriate service delivery, in which native people make decisions, and local resources are coordinated.

In 1981-82 most growth was in the North Central and North West areas, where new Native Child Welfare projects were established in Spanish

River, West Bay, Wikwemikong and Whitefish Lake, and Native Prevention programs were implemented in Kenora and Rainy River. There are workers for these at Lac Seul, Asnaburg, Manitou Rapids, North West Bay and the Red Gut reserve.

Children's mental health services

Children's mental health services are provided under the legislative and funding authority of *The Children's Mental Health Services Act, 1978* and *The Mental Health Act.*

Children's mental health centres offer treatment to emotionally disturbed children and youth with a view to returning them to their communities as contributing members of society. Residential and non-residential programs include in-patient and out-patient, assessment and follow-up, counselling, day care, and emergency services, as well as consultation and educational support, family therapy, crisis intervention and special education.

Regional offices provide leadership, consultation, and assistance to community groups or organizations in developing an appropriate local service delivery network. They license and allocate operating funds to children's mental health programs and monitor the use of financial resources to ensure that they are used effectively.

As of March 31, 1982, there were 80 facilities offering children's mental health services, (40 residential, 37 non-residential, and three administered by the Ministry of Health), with a total capacity of 1,260 spaces. The mental health program was allocated total funds of $95,703,400, including funding for transfer payment and direct-operated programs.

Young offenders

The provincial program for juveniles in detention and corrections, under *The Training Schools Act* and *The Provincial Courts Act,* includes observation and detention services for juveniles awaiting court supervision, and residential training school dispositions for children or youth judged delinquent by the Family Court. The program also provides supervision for juveniles placed on probation and for those wards who have graduated from training school and have been assigned to community aftercare.

Training schools

In recent years it has been Ministry policy to use the province's training schools only "to accommodate those children who are both a danger to themselves and to others".

In keeping with this philosophy, Champlain School, Alfred, was closed on July 1, 1981. The Ministry continues to offer residential detention programs at six training schools:

Sprucedale School–Simcoe
Syl Apps Youth Centre–Oakville
Brookside School–Cobourg
Cecil Facer School–Sudbury
Project D.A.R.E.–South River
St. John's School–Uxbridge

Training schools evaluate all industrial school committals so that suitable, non-institutional care can be planned. Thus, more children are being placed in the community, and the length of most training school committals has decreased.

For example, as of March, 1982 there were 308 juveniles enrolled in the province's training schools, 68 per cent of the total capacity. Admissions in fiscal year 1981-82 totalled 570 children - 491 boys and 79 girls.

Community homes

Group homes: Expanded community programming has reduced the need to maintain group homes solely for training school wards. They are now used for a range of children with special needs, particularly those in the care of children's aid societies. Fifteen of the province's group homes, (89 spaces in all), offer services to "corrections" clients.

Observation and detention homes: There are 26 provincial observation and detention homes, with 240 beds, for a juvenile population (10 to 15 years) of 809,000.

Probation and aftercare

Supervision of juveniles placed on probation by the Family Court, and of training school wards living in a community or aftercare situation, means assessment, case planning, and monitoring progress. During 1981-82, a monthly average of 6,494 children (or 33.3 cases per officer) received probation or aftercare services. Officers try to use preventive diversionary programs to control delinquent behavior so that it does not result in formal court action. Programs include recreational activities, life skills training, placement coordination, victim-offender reconciliation, remedial education and integrated assessment.

Many of these require a sharing of resources with other agencies or organizations such as police youth services, children's aid societies, children's mental health programs, and school boards. This cooperative approach has helped to reduce the number of juveniles in conflict with the law who require institutional care.

Day nurseries

Licensed group day nurseries

Through municipalities, Indian bands, corporations (non-profit and those for profit) and private individuals, group day care programs are offered to children according to the licensing provisions of *The Day Nurseries Act.*

Although it is not a direct provider of day care service, the Ministry helps to establish and enforce standards of service for all licensed day care programs and provides funding to three types of local sponsoring agencies—municipalities, Indian bands, and corporations approved for financial assistance under *The Day Nurseries Act* - so that they may assist families in social and financial need with the costs of day care. Specialized services for handicapped children are, however, directly subsidized by the Ministry.

The services provided by licensed centres range from full-day programs operating (five days a week and up to ten hours per day) for pre-schoolers, part-day care operating (up to four hours per day either in the morning or afternoon) for pre-school children, and part-time programs for school children up to ten years of age (offered at lunchtime, after school or when school is not in session), to both full- and part-day programs for

developmentally or physically handicapped children. Three centres in the province are now licensed to provide a 24-hour day care service.

Almost 40 per cent of the licensed day nurseries in the province have been established by private individuals or corporations, non-profit groups and organizations have developed over one-third of the day care programs, and municipal governments operate one in ten. More than 50 day nurseries are run by associations for the handicapped, and on some of the province's reserves, Indian bands run their own day nurseries.

As of January, 1982, there were 1,750 day care programs in the province, with a total licensed capacity of 64,880 spaces. The breakdown by operator type was as follows:

Operator Type	Number	Licensed Capacity
1. Approved Charitable Corporations	99	3,323
2. Approved Charitable Corporations–handicapped	54	1,093
3. Charitable Corporations (non-profit corporation not eligible for provincial subsidization)	519	17,608
4. Non-Charitable Corporations	329	15,296
5. Municipal Corporations	161	8,079
6. Indian Bands	23	753
7. Private Individuals	401	13,934
8. Private Pending Corporation (pending approval for incorporation)	168	4,794

During 1981-82, the Ministry allocated a total of $51,368,100 to the regular day nurseries program and $9,441,200 to day nurseries for developmentally handicapped children.

Integrated day nurseries

Recently, "integrated" programs have been developed for the handicapped. Some centres primarily for normal children are now able to serve one handicapped child in every ten children.

Handicapped children usually attend for half a day only and each receives an individual program. Parents are taught how to introduce such programs into the home to reinforce training received in the centre.

Some 75 day care centres have been approved to offer integrated programs. Currently, only 228 handicapped children (12.2 per cent of the total handicapped enrolment), are enrolled in 36 integrated centres. Six of these programs serve the physically handicapped.

Supervised private home day care

The private home program brings a family support approach to day care. Because hours can be flexible, and homes are often in the child's own neighbourhood, this type of day care could serve large numbers of young children, infants, school-age children, and even those with special needs.

Homes offering such services are unlicensed but are supervised by one of two sponsors, municipalities and private agencies. These organizations also receive Ministry funding to provide subsidized spaces for children of parents in social and financial need.

As of January, 1982, the total number of children reported enrolled in private home day care was 5,199 (4,123 subsidized and 1,076 non-subsidized).

Developments in day care

During the fiscal year 1980-81, a total of $11 million was invested in expanding the range of available day care services and in making the public more aware of these. Expansion, both at the provincial and regional levels, continued during 1981-82.

A province-wide public education campaign was started. The Ministry completed a research study into attitudes of users and providers in the informal day care system, and is currently reviewing draft materials for pamphlets on the development of children in both the informal and formal day care systems.

A total of 1,500 subsidized spaces in regular day care programs and 100 spaces for the developmentally handicapped were shared among the four regions.

The cost of capital assistance, informal care, private home day care, operational start-up assistance, and public education was $818,650.

Projects funded included 105 requests for capital assistance (renovations and equipment), 22 applications for operational start-up assistance, and nine proposals to expand or develop new private home day care programs. Also funded were 19 pilot projects to assist those involved in informal care arrangements by providing further information and support services, and by increasing contact among care givers. A number of resource centres, toy-lending libraries, drop-in vans, and store-front operations were launched.

Children's and Youth Institutions

These homes offer care to four basic groups of children and young adults under the age of 21:

—unmarried mothers in need of residential programs during and after pregnancy;

—children requiring temporary placement during periods of family stress;

—troubled children who are in conflict with the law, experiencing problems in the community, or exhibiting disturbed behavior;

—youth needing help before they can return to their homes or live independently in the community.

As of March 31, 1982, one residence with 18 licensed beds was receiving funding under *The Charitable Institutions Act*, while 60 homes with a total licensed capacity of 965 beds were being funded on an individually negotiated basis under the provisions of *The Children's Institutions Act*. Total funding of $9,497,300 was allocated to the Children's and Youth Institution Program.

The Children's Residential Services Act, 1978 (as proclaimed on November 15, 1980) is a consolidation of consistent licensing requirements and procedures for all Ontario children's residential care facilities under Ministry jurisdiction.

The provisions contained in the Act have been separated into two groups—Phase I and Phase II standards—in an effort to minimize problems associated with the implementation of new regulations. All residences operating

in the province are required to be licensed according to Phase I standards by November 15, 1982; Phase II regulations should be implemented subsequently. Under the new Act, residential licences are issued for one year.

Phase I standards cover organization and management, basic and specialized care, human resources, community integration, and physical plant. Phase II standards build on these provisions and include family involvement in care, the agreement for service plan, education of children in residence, grievance procedures, and operator insurance.

Services for developmentally handicapped people

Facility Services

Residential programs and services for developmentally handicapped people and their families are delivered through 17 government-owned and operated (Schedule I) facilities, 10 community-board-operated (Schedule II and III) facilities and four diagnostic and assessment centres.

In 1981-82, with Ministry funds of about $228 million, these facilities provided a comprehensive range of treatment and training programs to approximately 6,700 residents. They also supported and promoted the development of community programs and accommodation alternatives.

As well as assessment and diagnostic services for the general community, the facilities offered parent relief, crisis intervention, behavior modification, assistance to francophones and specialized treatment programs for those who needed on-site medical care.

Many facilities conduct and support specialized programs of research and education on the causes, treatment and prevention of developmental disabilities.

So that residents enjoy a relatively normal environment, children receive primary education in a classroom setting, while adults are offered various vocational and pre-vocational opportunities. Residents also participate in a full range of recreational and social outings.

During 1981-82, staff in facilities for the developmentally handicapped tried to prepare as many people as possible for community living. Staff also tried to ensure that a home-like atmosphere (including individual living arrangements) was provided for the remaining residents, particularly those who are expected to live in provincially-operated facilities for several years.

Special Needs/Services Agreements

The Special Needs/Services program was launched in March 1981 in an effort to better meet the needs of the 1,300 developmentally handicapped children living in institutions and residences by promoting more parental involvement in the planning and funding of such facilities.

The Special Needs Agreement, an agreement between parents and the Ministry, stating that a child requires a residential program, has permitted Ontario to participate in cost-sharing arrangements as part of the federal government's Canada Assistance Plan. This has generated new funds, allowing the Ministry to purchase additional services for these developmentally handicapped children.

The Special Services Agreement, signed by the parents and the service providers, introduces legal accountability and promotes a partnership between the two by clarifying the rights and obligations of both parties in the treatment process.

This program also identifies any special needs required by a child that are not available at the facility. The service provider can apply for special Ministry funding to purchase this assistance.

Since the inception of the program, 1,600 Special Needs Agreements have been signed and 865 individual requests for special services funding approved by the Ministry at a cost of $1 million. (The expenditure in 1981-82 was $626,695.) This means that more than half of the projected population has negotiated Special Services Agreements. This procedure will carry into the community in the future.

Community Programs

During the last five years, almost 2,000 long-term residents of institutions for the developmentally handicapped have successfully made the transition to community living. To assist these people to live independently—the primary objective of Ministry programs for the developmentally handicapped—the Ministry spent $82 million in 1981-82 on community support programs of which $35,109,227 was allotted to community residences for 3,600 adults and children.

Adult protective services

Rather than advocating the establishment of a separate network of medical, dental and social services specifically for developmentally handicapped adults living in the community, the objective of the adult protective services program is to ensure that a variety of generic or regular community services are available to these people.

As case managers and advocates, protective service workers identify, arrange and monitor services for each individual client. Through regular visits and telephone calls, they maintain close contact with developmentally handicapped adults who have recently been discharged from institutions. They also assist associations for the developmentally handicapped to enhance and protect the individual in the community.

In 1981-82, 116 adult protective service workers with Ministry operating grants of $3,436,887 served 6,025 developmentally handicapped adults.

Life skills

The Ministry allocated $5,057,057 for 67 life skills programs serving 1,166 developmentally handicapped adults in 1981-82. The purpose of these programs is to increase each individual's personal and social skills to the level where he or she can successfully adjust to community living. They include training in cooking, housekeeping and money management.

There were an additional 15 adult support programs in 1981-82, including adult education programs, held generally at community colleges.

Rehabilitation workshops

Rehabilitation workshops provide assessment, training and placement for developmentally handicapped adults to help them integrate into the competitive labor market. For those unable to achieve this, workshops offer suitable sheltered employment.

As of March 31, 1982, there were 125 approved workshop programs for the developmentally handicapped in the province with a total enrolment of 6,465.

The Ministry does not directly administer these programs. They are operated by voluntary agencies with Ministry grants allotted for the construction, acquisition or renovation of workshops and the purchase of basic furnishings and equipment. In 1981-82, operating grants totalled $20,284,700 and capital grants, $1,967,800.

Children's support programs

There were 14,430 developmentally handicapped children served by community support programs in 1981-82, 487 served by the children's residential programs, and 60 served by the children's M.R. Special Foster Care Program.

There were 37 infant stimulation programs designed to assist developmentally handicapped and "at risk" infants up to the age of two attain their developmental potential. Another 19 behavior training programs assisted children from age two to adulthood acquire new skills, maintain learned behaviors and eliminate inappropriate behaviors.

Family support workers, in a case-management approach similar to adult protective services, identified the needs of developmentally handicapped children and their families and co-ordinated and monitored the services and programs they required.

Other support programs for developmentally handicapped children and their families included parent relief, communications and speech, assessment and diagnosis, toy libraries and parent education.

The cost of these other support services for developmentally handicapped children and adults living in the community was $13,542,338 in 1981-82.

Tri-Ministry Project

The objective of this project, which began in April 1980, is to provide developmental training, education, and social and recreational activities for the 3,000 developmentally handicapped clients of Homes for Special Care and extended care facilities.

With the Ministries of Health and Education, in co-operation with associations for the developmentally handicapped, nursing home associations and residential home associations, the Ministry has completed assessments for half of these clients. On the basis of these, individual plans have been devised and include sensory and motor stimulation or, for the more advanced, life skills and vocational training.

The cost of the tri-ministry project in 1981-82 was $1,868,400. The estimated cost for 1982-83 is $5.3 million.

Rehabilitation and employment programs for physically handicapped people

Vocational Rehabilitation Services

The Ministry's rehabilitation program attempts to develop, restore or improve the working capacity of physically handicapped people to enable them to join the work force. Opportunities are available in the open labor market, and through sheltered or in-home employment or self-employment.

A program field staff of counsellors and supervisors assesses client capabilities, arranges for medical restoration, training, tools and equipment, transportation or living expenses, and helps with job placement. A total of 13,800 handicapped persons have received vocational rehabilitation.

Psychological testing and specialized medical, educational, workshop and work assessments are purchased by counsellors to assist their diagnoses. Assessment resources include educational institutions, competitive work situations, and rehabilitation workshops. During 1981-82, these services cost $2,472,600.

The Ministry also purchases restoration services to help handicapped persons to function physically as well as possible. Services include artificial limbs, braces, wheelchairs, dental services at a drugs cost of $1,670,600.

The Ministry covers all costs of training services including tools, educational courses, books and supplies, transportation, and half the wages paid by employers providing on-the-job training. Allowances are paid to persons approved for assessment and training programs at the Guaranteed Annual Income System-Disabled (GAINS-D) rate.

The total cost was $8,614,600, with $113,000 allotted to tools and equipment, $1,193,100 to living and transportation expenses, and $700,000 to staff training and development.

Special education for children with learning disabilities is also being offered by the Ministry on an interim basis until this program is phased to local school boards as part of the Ministry of Education's Bill 82. This new legislation should ensure that treatment and educational programs

for children with special needs are viewed as interdependent and are thus planned together.

The *Vocational Rehabilitation Services Act* was changed in January 1982 so that special education could be phased out of vocational rehabilitation services by 1985.

Financial aid to rehabilitation agencies

A total of $1,527,200 in operating grants was allocated to six voluntary organizations in 1981-82 to allow them to provide rehabilitation services to disability groups with specialized needs. Such groups include persons with hearing or sight impairment, and those with spinal injuries.

Rehabilitation workshops

Forty rehabilitation workshops were provided for a total of 2,519 physically handicapped clients. Operating grants for rehabilitation programs were $9,509,200, and capital grants, $279,700.

Attendant Care

Services are now available through non-profit corporations for physically handicapped adults who wish to live in their own apartments or shared housing units, but have difficulty in performing daily routines. Attendant care workers who usually assist a number of people in the same residence help with such basic life skills: mobility, eating, bathing, meal preparation, and shopping.

During 1981-82, the Ministry provided funds totalling $2,390,667 to attendant care agencies under *The Ministry of Community and Social Services Act* for the support of 296 physically handicapped persons. The Ministry of Municipal Affairs and Housing funds the housing units and rent supplements. This support–both attendant care and housing with rent geared to income–provides a practical alternative to the chronic hospital or the nursing home.

Senior citizens' services

Homes for the aged

Senior citizens' homes offer residential and extended or nursing care services to 27,742 seniors. There are two types of homes for the aged: municipal, which are run directly by the municipalities, and charitable, which are operated by non-profit corporations under *The Charitable Institutions Act.* A general level of accommodation and service is available in all residences regardless of ability to pay, since financial subsidies are available to any seniors requiring help.

Besides providing a planned series of activities for those in residence, homes for the aged offer vacation and respite care as well as short-term residency to seniors in the community.

Some $156,467,300 in operating subsidy payments were allocated to 92 charitable and 89 municipal homes during 1981-82.

Elderly persons' centres

These non-residential drop-in centres provide daily social, cultural, educational and self-help activities to senior citizens. They are operated by municipalities or non-profit organizations through Ministry subsidization.

In 1981-82, 103 such centres received a total of $1,533,000 in Ministry operating grants. One-third of these are day care services in municipal and charitable homes for the aged.

Home support services for the elderly

This program helps elderly people remain in independent living situations for as long as possible by supporting them with such in-home services as Meals-on-Wheels, security checks, friendly visiting, day care, transportation, and certain home repairs. Since 95 per cent of seniors in the province live in the community, either on their own or with relatives, the Ministry considers such assistance vital.

Subsidies amounting to $3,265,600 were allocated to a total of 171 home support programs in 1981-82.

Homemakers and nurses services

This program helps preserve, maintain and strengthen family life during the illness or absence of a parent or guardian. Elderly, convalescent, handicapped, chronically ill or otherwise disabled persons are also given the support necessary to remain in their own homes.

Homemakers may be assigned to families needing assistance to overcome financial or other internal difficulties. Municipalities also have homemakers on staff to teach home management skills.

All homemakers and nurses services are offered through the municipalities on a direct basis or in a fee-for-service arrangement with such organizations as the Victorian Order of Nurses, the Canadian Red Cross Society and other non-profit groups, commercial agencies and individuals. In 1981-82 the Ministry spent $8,066,549 in subsidies on this program.

A new provincial Home Care policy was announced during the year. This will integrate these Ministry services with the Ministry of Health's Chronic Home Care program, phasing them in over a period of five to six years, under the administration of the Ministry of Health. This newly integrated homemakers project will offer essen-

tially the same services as home care, but will introduce one-stop shopping, and increase the number of hours of service. Municipalities will gradually be relieved of all homemaker costs for adult physically handicapped and frail aged persons.

Volunteer program for seniors

Seniors themselves volunteer their time to help other seniors by acting as information sources, advisors and advocates. In Central Region's Toronto Area Office, a volunteer group of 25 senior citizens provides advice and information, by telephone, to fellow seniors. In 1981-82, this group successfully handled 7,959 calls. A program orientation manual was recently issued to provide information and support to seniors when they first join as volunteers.

Information services

Besides assigning senior volunteers-in-service and senior citizens' consultants to area offices, the Ministry has developed an extensive series of information materials and programs to promote the services and opportunities available to retired people.

Assistance to organizations

In 1981-82, named grants were provided by the Ministry to assist such organizations as the Canadian Association of Gerontology, the Canadian Geriatrics Research Society, the Canadian Institute of Religion and Gerontology and the Senior Citizens' Association of Ontario.

Community services

Work activity projects

Work activity projects, authorized by *The General Welfare Assistance Act*, are operated by municipalities to assist persons who, for environmental or personal reasons, have unusual difficulty in finding or maintaining jobs. Help is also offered to those who would not readily benefit from technical or vocational training programs (pre-vocational rehabilitation).

Program costs are shared by the federal and provincial governments (80 per cent) and by the municipality (20 per cent). The only capital costs eligible for subsidy are equipment costs. During 1981-82, there were 13 work activity projects in Ontario.

Credit counselling

The Ministry subsidizes 60 per cent of the approved operating expenditures of credit counselling agencies, and the remaining costs are sponsored by the community. Total funds of $1,021,790 were provided to 27 approved agencies during 1981-82.

The credit counselling program enables seriously indebted persons to find the most satisfactory solution to their financial problems, and helps them manage their own financial affairs responsibly. The agencies are non-profit organizations providing counselling and practical assistance on consumer credit, budgeting and money management matters, and solutions to financial problems. They determine suitable debt payment arrangements, and act as trustees for the distribution of such payments.

Other counselling services

Family and employment counselling support is provided to social assistance recipients and their dependants through purchase-of-service agreements with community agencies (e.g. Family Service Agencies and Big Brothers). The province and the municipalities share the cost of these services on an 80/20 basis, ($716,100 from the Ministry in 1981-82).

Adult residential services

The Ministry helps non-profit corporations to provide halfway house programs for alcoholics, ex-offenders and the socially disadvantaged, by covering 80 per cent of all approved operating costs up to a subsidy ceiling of $26.95 per day. For the chronic alcoholic, the halfway house is a post-detoxication facility; for the ex-offender and the socially disadvantaged person, it serves as a transitional residence between incarceration or the psychiatric facility, and the community.

As of March 31, 1982, the Ministry was funding 26 halfway houses (516 beds) for alcoholics, eight residences (108 beds) for ex-offenders, and four houses (52 beds) for socially disadvantaged persons.

The Ministry supports community living spaces for developmentally handicapped persons under *The Homes for Retarded Persons Act, 1974*. Some 2,891 adults have been offered accommodation in such units; there are 470 children in group homes, and 74 are placed in foster care.

Through the Participation House program 178 extra spaces were funded as part of a special project for persons with cerebral palsy.

Homemakers and nurses services

As well as the elderly, this program also serves severely physically handicapped people and chronically ill or other disabled people who wish to remain in their own homes.

Honour roll of service

Employees attaining 25 years service in 1981-82

R. Baker
Rideau Regional Centre

E. Balk
Rideau Regional Centre

J.M. Barber
Rideau Regional Centre

R.G. Bayne
P.A.C.O. Hamilton

C.J. Bedard
Bluewater Centre

L.H. Brown
Rideau Regional Centre

W.C. Bush
Huronia Regional Centre

A. Cameron
Rideau Regional Centre

G. Crowe
Rideau Regional Centre

P. Cyba
Northwestern Regional Centre

H. Davidson
Rideau Regional Centre

J.M. Desormeaux
Oxford Regional Centre

W.A. Dewey
Brookside School

A.B. Drader
Rideau Regional Centre

W.T. Dunn
Huronia Regional Centre

E. Etchen
Standards and Information

D.M. Evoy
Rideau Regional Centre

W.G. Evoy
Rideau Regional Centre

A.L. Ferguson
Rideau Regional Centre

B. Ferrier
Huronia Regional Centre

G.A. Giff
Rideau Regional Centre

E.L. Golding
Rideau Regional Centre

A.M. Gourley
Surrey Place Centre

P. Groulx
Sudbury Area Office

E.M. Harrott
D'Arcy Place

A.J. Haw
Rideau Regional Centre

F.R. Hawke
Huronia Regional Centre

M.T. Hawley
Rideau Regional Centre

G. Hoare
Prince Edward Heights

O.L. Jackson
Oxford Regional Centre

A.D. Johnston
Cecil Facer School

G.R. Johnston
Prince Edward Heights

P.M. Kelly
Oxford Regional Centre

M. Kijewski
Oxford Regional Centre

D.V. Kitchen
Huronia Regional Centre

E. Kruk
Huronia Regional Centre

L.G. Kulp
Rideau Regional Centre

J.R. Lahay
Huronia Regional Centre

E. Latimer
Rideau Regional Centre

J.W. Leithwood
Pine Ridge

C.R. Maloney
Rideau Regional Centre

S.M. McConnell
Huronia Regional Centre

T.T. McCormick
Oxford Regional Centre

J. McMullen
Huronia Regional Centre

M.C. McNair
Huronia Regional Centre

W.F. Mousseau
Huronia Regional Centre

F.P. Mulrooney
Social Assistance Review Board

J.W. Paddon
Adult Occupational Centre

B.L. Raper
Oxford Regional Centre

B.V. Rix
Huronia Regional Centre

M.J. Scholten
Oxford Regional Centre

C.R. Seward
Rideau Regional Centre

B. Sitarski
Income Maintenance

M. Shanks
Rideau Regional Centre

D. Toms
Thunder Bay Area Office

M.M. Toner
Barrie Area Office

W.T. Trafford
Rideau Regional Centre

K.R. Webster
Rideau Regional Centre

M.R. Whalen
Rideau Regional Centre

W.D. Whyte
Cecil Facer School

A.C. Williams
Brookside School

C. Williamson
Adult Occupational Centre

H.L. Wilson
Peterborough Area Office

B.H. Wingrove
Huronia Regional Office

G. Workman
Thunder Bay Area Office